

ETA 9100
PY2004 Reemployment Services Performance Report
Virginia Employment Commission

Submitted by: Connie Davis. **Date:** October 21, 2004.

Performance Goal A:

By June 30, 2005, an average year-long ratio of 60% when comparing number of claimants completing RSO and job placement services, to number of claimants eligible/put into selection pool.

Performance Indicator A: Using DOL Report 9048, Items C2 and C5 will be 60% of A2.

Actual Performance: 54.6%

Comments: 60% was recognized as stretch goal when it was set. We believed it was attainable based on the best information we had at the time. We were unsure whether one region (containing 33% of total pool volume) would be able to exceed 50%, and that turned out to be the case. Regional performance variation (55%, 54%, 67% and 45%), along with overall statewide below-goal performance was due to several factors, including:

- **Waives.** Waived attendance was high (23% of pool) due to claimants being attached to employers or unions (but not noted so in the system until after profiling model was run); return to work; and special situations involving large employers. For example one poultry processing plant closed, then reopened soon after with different owner, and rehired employees. Another example is a call center that closed, and employees were provided substantially similar workshops through a cooperative effort between the VEC, WIA and other local workforce services organizations.
- **More hiring.** Local staff reported an upward trend in claimants returning to work. In addition to the waivers above, this meant more job interviews. In many cases they caused a rescheduling, and sometimes multiple rescheduling of RSO attendance. Some attended RSO eventually, some were waived, and some dropped off the system after a number of weeks.
- **Selection Shrinkage.** In several instances, offices with large eligible populations were unable to select 100% of those eligible, due to insufficient facilities or staff.

Facilities: The VEC relies on some partner workforce organizations for rooms large enough to accommodate larger-population RSOs. This year saw a number of instances where these partners needed their larger facilities for their own use.

Staff: The migration to call-in contact centers for UI registration has changed local office staffing patterns. Staff reassignments and more-than-expected staff departures had an impact in some offices on our ability to serve all eligible RSO claimants.

For PY2005: Due to continuing situations like those described, we are revising our goal downward to what appears to be a more realistic 55%. We will make every effort to exceed this, by continuing successful activities (page 3).

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Performance Goal B:

By June 30, 2005, an average year-long ratio of 2% when comparing combined assessment, counseling, job search workshops and education/training services provided to post-RSO participants, to number of claimants completing RSOs.

Performance Indicator B: Using DOL Report 9048, the total of C3 + C4 + C6 + C7 (assessment, counseling, workshops, training) will be 2% of C2 (RSO completions).

Actual Performance: 1.58%

Comments: Performance increased from 0.97% in PY03. This figure reflects *system-captured* services. We have no systematic mechanism to capture WIA “refers/reports” and “completes”, due to lack of an interface between the WIA and WPRS systems. Following communication with April Hunt in DOL last November, we agreed to pursue 3 avenues to improve our services capture numbers:

- **Procedural.** Expand the current (manual) procedural model of communicating results from WIA to VEC’s RSO staff, with VEC staff entering data into the WPRS system.

Result: This was partially implemented but not fully developed, due to situations of staff changes and workloads, and, in some cases, office consolidations. Many offices experienced major transitions, which limited the extent to which this option could be implemented.

- **System Module Link.** Explore possibility of developing a systematic WIA/WPRS link at some point in VWN (MACC) development.

Result: Given overall agency and IT priorities, this was determined not possible.

- **Batch Process Link.** Explore possibility of establishing a batch process linkage between the current WIA system and WPRS.

Result: Given overall agency and IT priorities, this had to be deferred.

For PY2005: We will continue to develop and implement options 1 and 3 above, during the PY2005 year.

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Initiatives and Activities:

PY2004 activities have supported three initiatives. Activities are below, and positive outcomes are in the next section.

1. Increased ratio of service provision to service eligibility.
2. Enhanced quality and standardization of RSO materials and procedures.
3. Increased partner services integration, communication and documentation.

RSO & Job Placement/Referral Activity

- Continuation of prior strategies: Increased RSO frequency and size. Weekly RSO referrals. Focus on tighter waive criteria and rescheduling RSO claimants. Job service data reviews as a required RSO component. When possible, more direct post-RSO customer contact. Outreach to special populations (Limited English, hearing impaired) through adaptive RSOs and Spanish materials.
- Increased cooperation with local Business Resource Unit (BRU) staff, to increase job referrals and services to RSO participants, such as match and refer RSO participants to employers' targeted recruitment needs, and track outcomes. For example, one regional location uses: Job fair packets listing employers and open positions, location directions, and tips on using job fairs effectively; Continuous job matching (average 5 to 10 per person) and referrals, expanding match criteria when needed, and personal contact until claimants are employed; Employment status letters to gain feedback regarding placement and employment outcomes.

Monitoring & Performance Feedback

- Continuation of strategies from prior years: Monthly outcomes reports at local levels (eligible, waived, attended, reported to further services). Written performance agreements in some offices. Virtual coordinator-staff-management teams. Exception monitoring (waives and rescheduled referrals). Direct coordinator observation and technical assistance to staff, and best practices modeling.
- Increased tracking of RSO waive detail, e.g. waives due to return to work.

Quality & Consistency

- Continuation of strategies from prior years: Standard PowerPoint RSO presentation, presenter notes and participant handouts including VEC Website overview tutorial.

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- The RSO PowerPoint has been updated to keep information current. It is also being translated into Spanish. The VEC Website handout was redesigned to encourage post-RSO use of job search information available through the Website. A new LMI handout was designed to encourage post-RSO use of labor market information in finding employers and exploring occupational opportunities. All four products are in process of being finalized and posted for staff use with RSOs.
- The RSO staff handbook update was not finalized this year; but, staff awareness of policies and procedures is maintained through continuous coordinator monitoring and communication, plus training and observation of new staff.

Post-RSO Services Communication and Capture

- Continuation of strategies from prior years: Services tracking and capture by WIA staff in selected One-Stop Centers; Related technical assistance; Regular feedback exchange on performance numbers between WIA and VEC staff; WIA staff as RSO guest speakers; Sharing RSO schedules and attendance lists with WIA and BRU staff; referral to BRU counselors for individual assistance and referrals; RSO survey letters as additional source of jobs and services outcome information.

Positive Outcomes:

- **Performance Goals** - See pages 1 and 2. There was significant and positive performance, even though we fell short of meeting both goals.
- **RSO and Job Placement/Referral Activity.**

A Comparison of goal related outcomes over four grant-funded years:

- *Profiled*. Went from 110,740 to 93,520 to 69,687 to 59,051.
- *Pool*. Went from 10,180 to 11,800 to 9,552 to 7,998.
- *Completed RSO*. Went from 4,000 to 4,800 to 5,355 to 4,368.
- *Year-long RSO to Pool Ratio*. Went from 39% to 40% to 56% to 54.6%.
- *System-captured, Post-RSO Services*. Went from 0 to 13 to 52 to 71.
- *Year-long Post-RSO Services to RSO Ratio*. Went from 0% to 0.4% to 0.97% to 1.58%.

Limited English Special RSO's:

- 20 RSO special sessions.
- 47 attended either a special session or English session with interpreter.
- *Languages*: In addition to a monthly Spanish Workshop in one local office, RSO sessions were conducted in Chinese, Russian, Kurdish, Croatian, Laotian and Vietnamese.

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Business Resource Unit (BRU) success stories: S. Hirshman –\$150,000 salary. M. Morris –\$50,000 salary. M. Hazzard –\$56,000 salary. K Dossey –\$93,000 salary. P Krueger - \$72,000 salary. D. Ackerman - \$130,000.

- **Monitoring & Performance Feedback.**

Continued use of program management tools: Monthly outcomes reports, coordinator monitoring of service quality and quantity, local team-building, and the self-reporting feature of RSO survey letters enable us to routinely inform and assist RS and WIA staff and management, recognize and positively reinforce best practices at the local level, and take earlier action to remediate procedural problems. These tools enable incorporation of RS goals into local office business plans; and, contribute substantially to program performance results.

- **Quality And Consistency of Program and Materials.**

Continued RSO results from survey letters, and presentation materials: More detail of post-RSO job search and services activities. Positive claimant response regarding RSO presentation, reference materials, services, staff helpfulness and caring attitude. Claimants say that the RSO handouts & updated resource room materials helped them expand their job search, improve resumes, obtain more interviews and better prepare for them. Presentation materials have shortened the learning curve for new RSO staff.

Sample Survey Comments: ...“It opened my eyes to the job situations in the New River Valley. I was looking for a job identical to the one I lost and I learned that I need to open myself up to other options. I actually found a job a few weeks later.” ...“It gave me a road map. It really works!” ...“As a first time unemployed professional, I was impressed with the emphasis that VEC is an employment facilitator – as opposed to an unemployment focused organization. If you can find a way to communicate that to all unemployed, that would be great. I always thought of VEC as a bureaucracy, but found everyone to be very helpful and supportive.” ...“I had an interview following the RSO and it helped me prepare.” ...“It gave me suggestions to a wider range of search areas of where to look for a job.” ...“After the RSO, I got a job which VEC helped me with.”

- **Post-RSO Services Communication And Capture.**

See earlier sections on Goal Performance.

Post-Survey Responses: Claimants continue to say that they returned to

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VEC or partner organizations for self-services, individualized services, workshops or resource room activities, and many say they were not aware of these services prior to attending the RSO.

▪ **ETA 9049 Outcomes.**

Programming Fix to Correct Apparent Disparity in Wage Replacement:

April Hunt of DOL raised a concern that the ETA 9049 report (WPRS Outcomes) showed claimants who were referred to RSO services, and then reemployed, were earning 79% less than their prior base period wages. We researched and found that the system was erroneously programmed to compare the wages of only those RS-referred claimants who were reemployed, to the prior wages of all RS-referred claimants. We corrected the programming code; so it now meets DOL's report definitions and correctly compares reemployment wages to the prior wages of only that group of claimants who became reemployed, and not to the entire group of claimants who were referred. We also re-ran all historical 9049 reports (for which data still existed), and forwarded the corrected reports to DOL. The most recent reports (for reporting period 4th QTR, 2003) show replacement wages ranging from 55% of prior wages in the 1st quarter after referral, to 68%, 73% and 77% by the 4th quarter after referral.

While replacement wages are not equal to prior wages, some contributing factors may include: The number employed in a different industry ranged from 69% to 81% of those reemployed. Also, negative national and global economic factors since 2001 (terrorism, global outsourcing, declining textile and manufacturing industries) have had a significant and negative workforce impact.

Average UI Duration: Upward trend for the last half of 2003 (most recent two quarters available) shows average UI benefits duration of 22 to 23 weeks. This figure ranged from 26 to 29 weeks between the end of 2001 until mid-2003.

Average UI Benefits Paid: Downward trend for the last half of 2003 (most recent two quarters available) shows average benefits of \$5600 to \$6300. This figure ranged from \$7500 to \$9300 between the end of 2001 until mid-2003.